

# Policy and Administrative Regulations



## CHAPTER 10: INFORMATION TECHNOLOGY

### TITLE: ELECTRONIC MAIL AND INFORMATION SYSTEMS USE

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EFFECTIVE DATE: NOVEMBER 1, 2000

POLICY ORIGINATION: DEPARTMENT OF INFORMATION TECHNOLOGY

APPROVAL: \_\_\_\_\_

#### **I. PURPOSE AND SCOPE**

The purpose of this policy is to set forth rules, regulations, and restrictions for the access and use of the City's electronic mail, Internet, Intranet, and other City computer systems (collectively referred to as "City's information systems"). This policy also addresses the disclosure of information created, transmitted, received and stored via such systems.

This policy shall apply to all access or use of City's information systems, whether or not accessed by a city-owned computer or situated at city property.

Federal or State law governs certain criminal justice and other police information systems. In the event of any conflict between the relevant Federal and State law and this policy, the governing Federal or State law will control.

#### **II. OWNERSHIP, CONFIDENTIALITY AND MONITORING**

##### **A. Property of the City**

All components of the City's information systems, including but not limited to computers and other hardware, all computer applications, programs and information of every kind and description created or stored by employees on the City's information systems, is the sole property of the City.

##### **B. Privacy/Confidentiality**

All users of the City's information systems should have no expectation of privacy or confidentiality in any information or communications created or stored on the City's information systems. Unless exempted by law (such as attorney-client communications to and from the City Attorney's Office), all data, including any stored or printed as a document, is subject to review and audit at any time.

THERE CAN BE NO EXPECTATION OF PERSONAL PROPERTY IN THE USE OF THE CITY'S E-MAIL OR INTERNET OR OTHER INFORMATION SYSTEMS.

##### **C. Monitoring**

1. The City reserves the right to monitor, through officials authorized by the City Manager, Internet use, all e-mail, other computer transmissions, as well as any other stored information created or received by City employees on the City's information systems. The City further reserves the right to disclose any such information, both to City departments and to others outside the City organization.
2. Employees should keep in mind that all Internet use and e-mail can be recorded and stored, along with the source and destination. The City has the right and capability of viewing employees' use and usage patterns, and to take appropriate action to assure that the City's resources are being used properly and in furtherance of the highest levels of productivity.
3. Monitoring may at any time be used for the following purposes and other purposes legitimately related to the transaction of City business:

- (a) To determine compliance with this Policy; and/or

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- (b) To evaluate the efficiency, quality or productivity of City services; and/or
- (c) To evaluate the achievement of service goals; and/or
- (d) To investigate reasonably suspected misconduct and/or violations of City policies and/or violations of law; and/or
- (e) To comply with a law regulation, court order or for other legitimate governmental purpose.

#### D. Freedom of Information and Privacy Protection Acts

Employees should be aware that certain electronic communications are “official records” under the Virginia Freedom of Information Act and the Virginia Privacy Protection Act, and may be subject to disclosure under those laws.

### III. **AUTHORIZATION AND USE**

- A. The use of any City computer or network facility only with proper authorization is permitted. Any unauthorized use or attempted unauthorized use shall be promptly reported to the Director of Information Technology.
- B. The connection of any computer to any of the City’s computers or information systems is enabled by the Department of Information Technology as requested by the Department Heads. City employees are not permitted to connect or attempt to connect computers to the City’s network.
- C. Employees are permitted to access any City computer or network facility using their assigned userid and password. Sharing of individual userid and passwords constitutes a breach of city policies and is subject to disciplinary action.
- D. Employees are permitted to read or update only such data as is authorized and required for performing their job functions.
- E. Giving the impression that one is representing, giving opinions or otherwise speaking on behalf of the City or any unit of the City, unless expressly authorized to do so, is prohibited. Where appropriate and/or when necessary to avoid such impression, the following explicit disclaimer shall be used for communications transmitted via city’s electronic mail system: “The opinions or statements expressed herein are my own and should not be taken as a position, opinion, statement or endorsement of the City of Norfolk.”
- F. It should be clearly understood that the use of City e-mail and Internet access is a privilege, not a right, and may be revoked at any time, for any reason. In addition, abuse of the privilege may result in disciplinary action.

### IV. **ACCEPTABLE USES (Not all inclusive)**

- A. Work directly related to the mission or work task of the employee’s agency.
- B. To maintain currency of training or education, and/or to discuss issues related to the employee’s work activities.

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- C. To engage in research, analysis, and/or professional society activities related to City government work, tasks, and duties.
- D. To announce new laws, procedures, policies, rules, services, programs, information, or activities.
- E. To use electronic file folders, as necessary, to store messages that may need to be retrieved later. (Employees are responsible for ensuring their electronic file folders are kept to a minimum to avoid burdening system resources.)
- F. Messages addressed to all users (allnorfolk, allexchange, emergency) are permitted only when such messages are work related or authorized by the City Manager, and apply to a majority of the recipients on the mail lists.

Examples of messages meeting the relevance test for sending to all users include, but are not limited to the following:

- Computer system downtime
- Holidays and benefits information
- Retirements
- Blood drives
- Death announcements
- Street closures

#### **V. PROHIBITED USES (Not all inclusive)**

- A. Copying or sending copies of documents in violation of copyright laws.
- B. Violating the laws of the U.S., the Commonwealth of Virginia or the City.
- C. Sending messages containing any racist, sexist, offensive, abusive, threatening, or other inappropriate language. The city has zero tolerance for the use of such language.
- D. Conducting personal business. [See V.Y. for personal use]
- E. Sending non-business mail (junk mail) to mailing lists, allnorfolk, or allexchange.

Messages such as the following are considered junk mail and may not be sent to mailing lists including allnorfolk or allexchange:

- Lost and found items
- Personals
- Items for sale
- Pets for sale/adoption
- Chain e-mails
- F. Using the City's information systems for-profit or non-profit activities, including advertising and political purposes that are not work-related.
- G. Violating any City policy.
- H. Using Internet resources to access, transmit, copy or process obscene or pornographic material.

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- I. Using Internet resources to access, transmit, copy or process files dangerous to the integrity of the network are prohibited.
- J. Using the City's information systems for purposes not directly related to the duties or responsibilities of the employee's department or agency during business hours. [See V.Z. for personal use]
- K. Using another person's USERID and PASSWORD.
- L. Accessing another person's files, systems, or data without authorization.
- M. Disclosing passwords to family members or any other person and or allowing them to access any of City's information systems.
- N. Using computer programs to decode or attempt to decode passwords or encrypted information, or to circumvent or attempt to circumvent access controls.
- O. Engaging in any activity that might be harmful or potentially harmful to the City's information systems or any information stored therein, e.g., creating or propagating viruses, disrupting services, or damaging files.
- P. Altering or reconfiguring any software or hardware on any City computer or network facility, without the express authorization of the Director of Information Technology.
- Q. Making or using illegal copies of copyrighted material.
- R. Using the City's information systems to harass, intimidate, or otherwise annoy another person or group of persons.
- S. Monopolizing systems, overloading networks, or wasting computing resources, e.g., computer time, connect time, disk space, paper, etc.
- T. Misrepresenting, under any circumstances, an employee's true identity.
- U. Developing or running personal websites on City information systems. All approved Internet information is to be presented to constituents through the City's web site address ([www.city.norfolk.va.us](http://www.city.norfolk.va.us)). The Director of Information Technology must approve any exceptions to this.
- V. Copying, installation or use of any software or data files on a City computer in violation of any applicable copyright or license, or without authorization from the Department of Information Technology.
- W. Downloading from the Internet or installing on a city computer any software or data files received via the Internet without authorization from the Department of Information Technology.
- X. Using the City's information systems access to purchase, obtain or offer products or information for City purchases except as authorized under normal City of Norfolk purchasing procedures.
- Y. Engaging in any other activity that does not comply with the general principles contained

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in this policy.

- Z. Subject to the restrictions set forth above, personal use of the City's electronic mail and Internet for limited, incidental use by employees for brief periods is permitted. Excessive use will be subject to disciplinary action.

#### **VI. ENFORCEMENT**

- A. The City considers any violation of this policy a matter of serious concern.
- B. The City may examine files or monitor the use of electronic mail, Internet or Intranet systems for any employee. Department heads can gain access to their employees' messages and files by submitting a request to the Director of Information Technology.
- C. The City may monitor or revoke access to electronic mail, or Internet or Intranet use without prior notice to the user. Department heads shall make requests in writing to the Director of Information Technology to revoke their employees' access.
- D. Violation of this policy may result in disciplinary action, including termination of employment.
- E. None of the provisions of this policy shall prevent the City from prosecuting violators to the full extent of the law.

#### **VII. RESPONSIBILITIES**

##### **A. Employee**

- 1. Read and abide by Topic 10-001, "Computer Data Security" City of Norfolk Policy and Administrative Regulations Manual.
- 2. Sign the Acknowledgment (See Attachment) of reading and understanding the City of Norfolk's Electronic Mail and Information Systems Use Policy.

##### **B. Information Security**

- 1. Ensure that each user has access to the Electronic Mail, Internet, and Intranet Use Policy. A copy of this policy will also be located on the Intranet City Policy and Procedures Manual.
- 2. Add users or change user names only upon written notification from the user's Department Security Liaison.
- 3. Delete users as requested by the Department Security Liaison or according to payroll information or at the written request of the user's department head.
- 4. Upon request, provide department heads or their designated persons access to records and files maintained by any departmental employee. Department heads must make such requests in writing to the Director of Information Technology.

##### **C. Department or Agency Head**

- 1. Ensure all users abide by the guidelines set forth in this and other related documents.

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2. Ensure that all employees acknowledge in writing that they have received, read and understand this policy. Such written acknowledgement shall be retained in department files. (The failure to provide such written acknowledgement shall not in any way limit the City's ability to enforce this policy.)

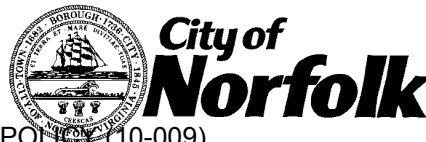
**VIII. COMPLIANCE/REPORTING REQUIREMENT:** None

**IX. HISTORY:**

This policy replaces the earlier city policies titled "Electronic Mail Policy" and "Internet Use Policy."

**X. AUTHORITY:** City Manager's Office.

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### ACKNOWLEDGEMENT OF CITY OF NORFOLK'S ELECTRONIC MAIL AND INFORMATION SYSTEMS USE POLICY

I have received, read and understand the City of Norfolk's Electronic Mail and Information Systems Use Policy. I agree to abide by the terms of this policy and any changes made to this policy by the city. I certify that I am aware that I can obtain an updated copy of this policy from my Department Head or the Director of Information Technology, or from the City's Intranet system.

Employee Name (PRINT): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

This form shall be retained in the department of Information Technology files.

#### TO BE COMPLETED BY THE DEPARTMENT SECURITY LIAISON

I hereby certify that the above-named employee has personally acknowledged to me that he/she has read and fully understands the foregoing Electronic Mail and Information Systems Use Policy of the City of Norfolk policies noted above.

Department Liaison's Name (PRINT): \_\_\_\_\_

Department Liaison's Signature: \_\_\_\_\_

Date: \_\_\_\_\_